Duke, Daphne

2004-146-C 229349

From: Caroll Harris [charris@telecomservicebureau.com]

Sent: Wednesday, April 20, 2011 3:24 PM

To: CLECreport

Cc: 'Shatoya Terry'; 'Stephen Loren'

Subject: Affordable Phone Services, Inc., - SCPSC CLEC - Quarterly Service Quality Report

Attachments: qtr quality report - 4th Qtr - 2010.docx; qtr quality report - 1st Qtr - 2011.docx

Attached is the fourth quarter (2010) and first quarter (2011) Quarterly Service Quality Report for Affordable Phone Services, Inc.

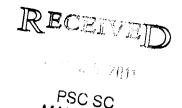
If you have any questions or need any additional information, please do not hesitate to contact me at telephone number listed below or via email.

Thank you,

Caroll Harris

Compliance Advisor Telecom Service Bureau, Inc. <u>charris@telecomservicebureau.com</u> (352)433-2116 ext 246 (352)433-2161 fax







SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

Affordable Phone Services, Inc FOURTH QUARTER - 2010

	<u>OCT</u>	<u>NOV</u>	DEC
Number of Customer Access Lines	5896	5438	4616
Trouble Reports/Access Line (%)	61/0.01%	54/0.09%	61/0.01%
Customer Out of Service Clearing Times (%)	98.2%	98.2%	98.1%
New Installs Completed w/in 5 Days (%)	98.4%	97.4%	98.7%
Commitments Fulfilled (%)	98.0%	98.1%	98.2%

COMMENTS/EXPLANATION:

Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offers long distance free of charge to our lifeline customers.

Person Making Report/Contact Information:

Caroll Harris charris@htcoffl.com (352) 433-2116, ext 246 (352) 433-2161 fax



SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

Affordable Phone Services, Inc FIRST QUARTER - 2011

	<u>JAN</u>	<u>FEB</u>	MAR
Number of Customer Access Lines	4086	4307	3277
Trouble Reports/Access Line (%)	53/0.01%	95/0.02%	113/0.03%
Customer Out of Service Clearing Times (%)	97.8%	97.2%	98.1%
New Installs Completed w/in 5 Days (%)	96.3%	96.4%	96.7%
Commitments Fulfilled (%)	98.0%	98.1%	98.2%

COMMENTS/EXPLANATION:

Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offers long distance free of charge to our lifeline customers.

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